

## CLAIMS

1. A method for processing maintenance work orders, comprising:
  - identifying a maintenance problem;
  - generating a work order for said maintenance problem in a computer, including at
  - 5 least the location of said problem and the type of said problem;
  - assigning said work order to a technician to fix said problem;
  - entering data from said technician in said computer relating to said technician
  - completing said work order, including at least the action taken to fix said problem and the
  - elapsed time to complete said work order; and
  - 10 comparing said elapsed time entered by said technician for said completed work
  - order to a predetermined standard benchmark for said type of maintenance problem to
  - measure the efficiency of said technician in fixing said problem.
2. The method as defined in claim 1, including communicating said problem to a
- 15 maintenance office.
3. The method as defined in claim 1, including electronically assigning said work order.
4. The method as defined in claim 1, including recording said technician work order
- assignment in said computer.
5. The method as defined in claim 1, including electronically transmitting and entering said
- 20 data from said technician.
6. The method as defined in claim 1, including a customer identifying said maintenance
- problem.
7. The method as defined in claim 6, including said customer communicating said problem
- to a maintenance office.
8. The method as defined in claim 7, including said customer electronically communicating
- 25 said problem to said maintenance office.
9. The method as defined in claim 6, including notifying said customer of the completion of
- said work order.
10. The method as defined in claim 6, including said customer electronically communicating
- said problem and generating said work order.
- 30 11. The method as defined in claim 10, including said customer electronically checking the
- status of the work order.

12. The method as defined in claim 1, including wirelessly transmitting said work order and electronically assigning said work order.
13. The method as defined in claim 1, including updating said standard benchmark with said elapsed time of said completed work order.
- 5 14. The method as defined in claim 1, including tailoring said work order to include specific characteristics of said location.
15. The method as defined in claim 1, including analyzing said elapsed time and said benchmark to determine if training of said technician is warranted.
16. The method as defined in claim 1, including analyzing said data and generating reports relating to said data and said technician.
- 10 17. The method as defined in claim 1, including analyzing said data and identify trends relating to said data.
18. A method for processing maintenance work orders, comprising:
  - identifying a plurality of maintenance problems;
  - generating a work order for each said maintenance problem in a computer, including at least the location of each said problem and the type of each said problem;
  - assigning each of said work orders to one of a plurality of technicians to fix each of said problems;
  - entering data from each said technician in said computer relating to said technician completing each said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order; and
  - collecting said data from each of said work orders and analyzing said collected data with respect to at least one of the characteristics of similar types of problems stored in said computer.
- 25 19. The method as defined in claim 18, including communicating each said problem to a maintenance office.
20. The method as defined in claim 18, including electronically assigning each said work order.
21. The method as defined in claim 18, including recording each said technician work order assignment in said computer.
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22. The method as defined in claim 18, including electronically transmitting and entering said data from said technician.
23. The method as defined in claim 18, including a customer identifying at least one of said maintenance problems.
- 5 24. The method as defined in claim 23, including said customer communicating said problem to a maintenance office.
25. The method as defined in claim 24, including said customer electronically communicating said problem to said maintenance office.
- 10 26. The method as defined in claim 23, including notifying said customer of the completion of said work order.
27. The method as defined in claim 23, including said customer electronically communicating said problem and generating said work order.
28. The method as defined in claim 25, including said customer electronically checking the status of the work order.
- 15 29. The method as defined in claim 18, including wirelessly transmitting each said work order and electronically assigning said work order.
30. The method as defined in claim 18, including updating said collected data with at least one characteristic of said completed work order.
- 20 31. The method as defined in claim 18, including tailoring each said work order to include specific characteristics of said location.
32. The method as defined in claim 18, including analyzing said elapsed time and said data to determine if training of said technician is warranted.
33. The method as defined in claim 18, including analyzing said data and generating reports relating to said data and said technician.
- 25 34. The method as defined in claim 18, including analyzing said data and identify trends relating to said data.
35. A method for processing maintenance work orders, comprising:  
identifying a maintenance problem;  
generating a work order for said maintenance problem in a computer, including at  
30 least the location of said problem and the type of said problem;  
assigning said work order to a technician to fix said problem;

providing said technician with an electronic decision option hierarchy as said technician is completing said work order; and

providing a set of a specific number of options electronically as said technician identifies each problem and electronically selects each said option from said hierarchy to aid said technician in selecting the solutions for completing said work order.

36. The method as defined in claim 35, including communicating said problem to a maintenance office.
37. The method as defined in claim 35, including electronically assigning said work order.
38. The method as defined in claim 35, including recording said technician work order assignment in said computer.
39. The method as defined in claim 35, including a customer identifying said maintenance problem.
40. The method as defined in claim 39, including said customer communicating said problem to a maintenance office.
41. The method as defined in claim 40, including said customer electronically communicating said problem to said maintenance office.
42. The method as defined in claim 39, including notifying said customer of the completion of said work order.
43. The method as defined in claim 39, including said customer electronically communicating said problem and generating said work order.
44. The method as defined in claim 41, including said customer electronically checking the status of the work order.
45. The method as defined in claim 35, including wirelessly transmitting said work order and electronically assigning said work order.
46. The method as defined in claim 35, including tailoring said work order to include specific characteristics of said location.
47. The method as defined in claim 35, including entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order.
48. The method as defined in claim 47, including analyzing said elapsed time and said data to determine if training of said technician is warranted.

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- 49. The method as defined in claim 47, including analyzing said data and generating reports relating to said data and said technician.
- 50. The method as defined in claim 47, including analyzing said data and identify trends relating to said data.
- 5 51. A method for processing maintenance work orders, comprising:
  - identifying a maintenance problem;
  - communicating said problem to a maintenance office;
  - generating a work order for said maintenance problem in a computer, including at least the location of said problem and the type of said problem;
  - 10 electronically assigning said work order to a technician to fix said problem;
  - recording said technician work order assignment in said computer;
  - electronically transmitting and entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order; and
  - 15 comparing said elapsed time entered by said technician for said completed work order to a predetermined standard benchmark for said type of maintenance problem to measure the efficiency of said technician in fixing said problem.
- 52. The method as defined in claim 51, including a customer identifying said maintenance problem.
- 20 53. The method as defined in claim 52, including said customer communicating said problem to said maintenance office.
- 54. The method as defined in claim 53, including said customer electronically communicating said problem to said maintenance office.
- 55. The method as defined in claim 52, including notifying said customer of the completion of said work order.
- 25 56. The method as defined in claim 52, including said customer electronically communicating said problem and generating said work order.
- 57. The method as defined in claim 54, including said customer electronically checking the status of the work order.
- 30 58. The method as defined in claim 51, including wirelessly transmitting said work order and electronically assigning said work order.

59. The method as defined in claim 51, including updating said standard benchmark with said elapsed time of said completed work order.
60. The method as defined in claim 51, including tailoring said work order to include specific characteristics of said location.
- 5 61. The method as defined in claim 51, including analyzing said elapsed time and said benchmark to determine if training of said technician is warranted.
62. The method as defined in claim 51, including analyzing said data and generating reports relating to said data and said technician.
63. The method as defined in claim 51, including analyzing said data and identify trends relating to said data.
- 10 64. A method for processing maintenance work orders, comprising:
  - identifying a plurality of maintenance problems;
  - communicating each of said problems to a maintenance office;
  - generating a work order for each said maintenance problem in a computer, including at least the location of each said problem and the type of each said problem;
  - electronically assigning each of said work orders to one of a plurality of technicians to fix each of said problems;
  - recording each of said technician work order assignments in said computer;
  - electronically transmitting and entering data from each said technician in said computer relating to said technician completing each said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order; and
  - collecting said data from each of said work orders and analyzing said collected data with respect to at least one of the characteristics of similar types of problems stored in said computer.
- 25 65. The method as defined in claim 64, including a customer identifying at least one of said maintenance problems.
66. The method as defined in claim 65, including said customer communicating said problem to said maintenance office.
- 30 67. The method as defined in claim 66, including said customer electronically communicating said problem to said maintenance office.

68. The method as defined in claim 65, including notifying said customer of the completion of said work order.
69. The method as defined in claim 66, including said customer electronically communicating said problem and generating said work order.
- 5 70. The method as defined in claim 67, including said customer electronically checking the status of the work order.
71. The method as defined in claim 64, including wirelessly transmitting said work order and electronically assigning said work order.
72. The method as defined in claim 64, including updating said collected data with at least one characteristic of said completed work order.
- 10 73. The method as defined in claim 64, including tailoring said work order to include specific characteristics of said location.
74. The method as defined in claim 64, including analyzing said elapsed time and said data to determine if training of said technician is warranted.
- 15 75. The method as defined in claim 64, including analyzing said data and generating reports relating to said data and said technician.
76. The method as defined in claim 64, including analyzing said data and identify trends relating to said data.
- 20 77. A method for processing maintenance work orders, comprising:  
identifying a maintenance problem;  
communicating said problem to a maintenance office;  
generating a work order for said maintenance problem in a computer, including at least the location of said problem and the type of said problem;  
electronically assigning said work order to a technician to fix said problem;  
25 recording said technician work order assignment in said computer;  
interactively providing said technician with an electronic decision option hierarchy as said technician is completing said work order;  
providing a set of a specific number of options electronically as said technician identifies each problem and electronically selects each said option from said hierarchy to aid said technician in selecting the solutions for completing said work order; and  
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electronically transmitting and entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order.

5 78. The method as defined in claim 77, including a customer identifying said maintenance problem.

79. The method as defined in claim 78, including said customer communicating said problem to said maintenance office.

80. The method as defined in claim 79, including said customer electronically communicating said problem to said maintenance office.

10 81. The method as defined in claim 78, including notifying said customer of the completion of said work order.

82. The method as defined in claim 78, including said customer electronically communicating said problem and generating said work order.

83. The method as defined in claim 80, including said customer electronically checking the status of the work order.

84. The method as defined in claim 77, including wirelessly transmitting said work order and electronically assigning said work order.

85. The method as defined in claim 77, including tailoring said work order to include specific characteristics of said location.

20 86. The method as defined in claim 77, including analyzing said elapsed time and said data to determine if training of said technician is warranted.

87. The method as defined in claim 77, including analyzing said data and generating reports relating to said data and said technician.

25 88. The method as defined in claim 77, including analyzing said data and identify trends relating to said data.

89. A method for processing maintenance work orders, comprising:  
a customer identifying a maintenance problem;  
said customer communicating said problem to a maintenance office;  
generating a work order for said maintenance problem in a computer, including at  
30 least the location of said problem and the type of said problem;



wirelessly transmitting said work order and electronically assigning said work order to a technician to fix said problem;

recording said technician work order assignment in said computer;

electronically transmitting and entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order;

notifying said customer of the completion of said work order; and

comparing said elapsed time entered by said technician for said completed work order to a predetermined standard benchmark for said type of maintenance problem to measure the efficiency of said technician in fixing said problem.

90. The method as defined in claim 89, including said customer electronically communicating said problem to said maintenance office.

91. The method as defined in claim 89, including said customer electronically communicating said problem and generating said work order.

92. The method as defined in claim 90, including said customer electronically checking the status of the work order.

93. The method as defined in claim 89, including updating said standard benchmark with said elapsed time of said completed work order.

94. The method as defined in claim 89, including tailoring said work order to include specific characteristics of said location.

95. The method as defined in claim 89, including analyzing said elapsed time and said benchmark to determine if training of said technician is warranted.

96. The method as defined in claim 89, including analyzing said data and generating reports relating to said data and said technician.

97. The method as defined in claim 89, including analyzing said data and identify trends relating to said data.

98. A method for processing maintenance work orders, comprising:

identifying a plurality of maintenance problems

a customer identifying at least one of said plurality of maintenance problems;

said customer communicating said problem to a maintenance office;

generating a work order for each said maintenance problems in a computer, including at least the location of each said problem and the type of each said problem;

wirelessly transmitting each of said work orders and electronically assigning each of said work orders to one of a plurality of technicians to fix each of said problems;

recording each of said technician work order assignments in said computer;

electronically transmitting and entering data from each said technician in said computer relating to said technician completing each said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order;

notifying said customer of the completion of said work order; and

collecting said data from each of said work orders and analyzing said collected data with respect to at least one of the characteristics of similar types of problems stored in said computer.

99. The method as defined in claim 98, including said customer electronically communicating said problem to said maintenance office.

100. The method as defined in claim 98, including said customer electronically communicating said problem and generating said work order.

101. The method as defined in claim 99, including said customer electronically checking the status of the work order.

102. The method as defined in claim 98, including updating said collected data with at least one characteristic of each said completed work order.

103. The method as defined in claim 98, including tailoring said work order to include specific characteristics of said location.

104. The method as defined in claim 98, including analyzing said elapsed time and said data to determine if training of said technician is warranted.

105. The method as defined in claim 98, including analyzing said data and generating reports relating to said data and said technician.

106. The method as defined in claim 98, including analyzing said data and identify trends relating to said data.

107. A method for processing maintenance work orders, comprising:

a customer identifying a maintenance problem;

said customer communicating said problem to a maintenance office;

generating a work order for said maintenance problem in a computer, including at least the location of said problem and the type of said problem;

wirelessly transmitting said work order and electronically assigning said work order to a technician to fix said problem;

5 recording said technician work order assignment in said computer;

interactively providing said technician with an electronic decision option hierarchy as said technician is completing said work order;

providing a set of a specific number of options electronically as said technician identifies each problem and electronically selects each said option from said hierarchy to aid said technician in selecting the solutions for completing said work order;

10 electronically transmitting and entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order; and

notifying said customer of the completion of said work order;.

15 108. The method as defined in claim 107, including said customer electronically communicating said problem to said maintenance office.

109. The method as defined in claim 107, including said customer electronically communicating said problem and generating said work order.

20 110. The method as defined in claim 108, including said customer electronically checking the status of the work order.

111. The method as defined in claim 107, including tailoring said work order to include specific characteristics of said location.

112. The method as defined in claim 107, including analyzing said elapsed time and said data to determine if training of said technician is warranted.

25 113. The method as defined in claim 107, including analyzing said data and generating reports relating to said data and said technician.

114. The method as defined in claim 107, including analyzing said data and identify trends relating to said data.

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